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LIBRARY OF CALIFORNIA
JANUARY - JUNE 2001 FINAL NARRATIVE REPORT

Regional Library Network: Cascade Pacific Library Network

Address: 55 Independence Circle, #206, Chico, CA 95973

Telephone: 530-566-1824 FAX: 530-566-1825 E-Mail: staff@cascadepacific.org

Fiscal/Administrative Officer/CEO: Marian Milling
(Signature)

Name: Marian Milling Date: 9/21/01

Title: Administrator

Network Council Chair: Ray Schreff
(Signature)

Name: Ray Schreff Date: 21 Sept 01

Title: Chair of Cascade Pacific Library Network and Board

Submit with original signature, by 4:30 p.m., Monday, October 1, 2001 to:

Mailing

California State Library
Budget Office - LoC
Attn: Sharon Croley
P.O. Box 942837
Sacramento, CA 94237-0001

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Attn: Sharon Croley
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Sacramento, CA 95814
(916) 445-9846

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ANNUAL REPORT
- INSTRUCTIONS -

The following definitions are provided to assist in filling out the report. Use additional pages as needed.

Worksheet elements:

1. Description

In one or more paragraphs describe how the Regional Library Network (RLN) addressed the required program element(s). Describe the service provided, staffing, equipment or services required and operating elements. If service was contracted, describe the general terms of the contract.

2. Service Delivery Standards/Measures

Describe the standard(s) for the service and describe how the service was measured. A delivery example:

Standard: Delivery of 90% of items within 48 hours of placement in the delivery system.

Measures: Number of items shipped
 Number of stops
 Number of delivery stops per week/per site
 Number of items received at correct destination within 48 hours of placement in delivery system

3. Evaluation

Describe how the service is evaluated. What statistical and narrative documentation was used to determine the usefulness of the service, its capacity to serve current and future Network members, and its effectiveness in meeting the RLN-established service delivery measures for the service? What tools are used to collect data? What issues came up in the current year that must be addressed in the following year?

4. Budget

A budget template has been provided. Please summarize expenditures by program category and total them at the bottom of the page.

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Program element:

18841. (Administration)

(a) Each regional library network shall establish a regional library council...Duties of the regional network council include overall administrative responsibility for the network, adopting an annual plan of service, assuring the appropriate expenditure of funds, and submitting annual budget proposals to the state board for implementation of the provisions of this article.

(b) Each regional network council shall elect from its membership a representative board to carry out its policies.

(c) Administration and management of the regional library network shall provide the vision and leadership necessary to perform the functions and deliver the services in a timely and satisfactory manner.

Describe in narrative form how the Regional Library Network implemented section 18841 (a), (b) and (c) including the following elements (use as many pages as necessary):

1. Program Description

CPLN has established a Council and a Board of Directors.

Paperwork has been filed with the Secretary of State's office pursuant to achieving 501 (c) (3) status for the organization. Status was granted.

The Board of Directors met on February 9th, March 23rd, and May 21st. The Council met on March 23rd and adopted the 2001-02 Plan of Service and a draft budget for 2001-2002.

In January 2001 the Board of Directors initiated a recruitment for a Network Administrator. Marian Milling, the successful candidate, began her employment on May 7, 2001. An office was established in April. Budget expenditures were made by the administrator with oversight from the board.

2. Service Delivery Standard(s)/Measures

a) Council

standard: The Council shall meet once during the period January-June 2001.

measure: Attendance at the meeting will be recorded in the official minutes.
24 members attended.

standard: The Council shall adopt an annual Plan of Service

measure: The Plan of Service was submitted to the Library of

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California Board by April 1, 2001

standard: The Council adopted an annual network budget to be submitted to the Library of California Board.

measure: The Budget was submitted to the Library of California Board by April 1, 2001.

b) Board of Directors

standard: The Board shall hold a minimum of three meetings between January and June 2001.

measure: The Secretary will record attendance at the Board meetings in the official minutes. All 9 board members attended the Feb. 2 and May 21 meetings; 7 members attended the March 23 meeting.

3. Evaluation

The Council and Board minutes will be reviewed for completeness and accuracy by the Administration Committee. The financial records will be audited.

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Program element:

18842. (Telecommunications Infrastructure)

Each regional library network shall do all of the following:

- (a) Make available a telecommunications system for the transfer of information and communications among its members.
- (b) Provide regional communications based upon the most effective methods of exchanging information among its members.
- (d) Provide online access to the information files, resources, and bibliographic records of its members which may be accessed regionally and statewide.

Describe in narrative form how the Regional Library Network implemented section 18842 (a), (b) and (d) including the following elements (use as many pages as necessary):

1. Program Description

CPLN has established a web page which lists member institutions, the minutes of the Board and Council meetings, the bylaws, first year plan of service, long range plan and links to electronic subscription databases and other appropriate resources. Plans are underway to create a listserv for the member libraries.

A contract was signed with *epixtech* in September 2000 to install a regional server with the URSA software. The equipment is in place, the Phase I libraries' ILL personnel have been trained, and the system is now live. In May, the project was named "NORCAT."

2. Service Delivery Standard(s)/Measures

90% of the Network members will use the NSCLS Catalog or the URSA system to verify bibliographic information and place requests for library materials.
measure: the Network Administrator will forward quarterly and annual use statistics to the CPLN Board and Council.

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standard: 75% of Network members will use the website to stay abreast of meeting schedules and to access meeting minutes
measure: 90% of those accessing the website to obtain meeting information will rate their satisfaction with this method as excellent or very good.

3. Evaluation

The Network Administrator will review the telecommunications infrastructure in conjunction with the Board and the Council.

Usage statistics and other data will be reported to the membership.

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Program element:

18842. (Regional Delivery)

Each regional library network shall do all of the following:

(c) Provide intraregional delivery service based upon the most cost-effective methods for moving materials among its members.

Describe in narrative form how the Regional Library Network implemented section 18842 (c), including the following elements (use as many pages as necessary):

1. Program Description

A contract has been signed with the North State Cooperative Library System to extend the current regional delivery to the members of CPLN who were not otherwise receiving delivery. All academic and public library members receive regularly scheduled delivery. School and special libraries have "on demand" service available.

2. Service Delivery Standard(s)/Measures

standard: 90% of items sent via NSCLS delivery will be delivered within 3 working days.

measure: Quarterly samples will be conducted to determine if the standard is met and will be reviewed annually by the Network Administrator and the Board.

3. Evaluation

The contract with NSCLS was evaluated at the May CPLN Board meeting utilizing the survey results. The contract was adjusted and renewed in order to provide the best service possible to our members.

Program element:

18845. (Training and Continuing Education)

Each regional library network shall provide opportunities for training and continuing education activities that encourage the most effective use of the resources and services authorized under this chapter, and that respond to the needs of its members in the effective delivery of services.

Describe in narrative form how the Regional Library Network implemented section 18845, including the following elements (use as many pages as necessary):

1. Program Description

CPLN signed a contract with Deborah Fritz to provide MARC training to the staff of member libraries. The response from all types of libraries was so large that an additional basic class was added. CPLN has also contracted with an experienced children's librarian to update the NSCLS Children's Services Training Manual. Michael Cart will act as editor.

epixtech provided URSA training to the ILL staff of the regional server phase I project libraries. The CPLN technology coordinator is in the process of providing additional onsite training.

2. Service Delivery Standard(s)/Measures

standard: 25% of the member libraries will send staff to a MARC training workshop. (54% of members libraries did send staff.)

measure: 90% of the attendees will rate the workshop as excellent or very good. (At each of 3 workshops, 100% of attendees rated the workshops good or excellent.)

3. Evaluation

Participants at the workshops completed evaluation forms at the end of each session. The results were tabulated and presented to the Board.

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Program element:

18846. (Information and Referrals)

(a) Each regional library network shall provide information and referrals to answer requests that are beyond the capacity or capability of its members by accessing the resources and expertise of other libraries, improving general reference service in participating libraries, and improving reference service to respond to the needs of the underserved populations in the region.

Describe in narrative form how the Regional Library Network implemented section 18846, including the following elements (use as many pages as necessary):

1. Program Description

A contract was signed with NSCLS to provide second level reference service to CPLN members who are not members of NSCLS. CPLN subscribed to three electronic databases for its members.

2. Service Delivery Standard(s)/Measures

standard: The contractor will complete 70% of referrals within 10 working days of receipt.

measure: quarterly and annual statistical reports will be submitted to the CPLN Administrator. (Annual report stated that 94.3% of referrals were completed within 10 days of receipt.)

standard: The electronic databases will be utilized by 70% of the member libraries

measure: Where available, the reference contractor will compile quarterly and annual database usage reports based upon statistics provided by the vendors. (82% of member libraries had reported statistics although others are using the databases but reporting was not available)

standard: The reference contractor will report electronic database problems to the vendor within one working day of their discovery.

measure: The reference contractor will maintain a database access error report log.

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3. Evaluation

The contract with NSCLS for reference services was reviewed at the May Board meeting. Evaluation was made through the statistical reports and quarterly surveys collected.

Program element:

18847. (Public Awareness)

Each regional library network shall augment the public awareness programs of its members by providing public relations packages to them for customization and dissemination.

Describe in narrative form how the Regional Library Network implemented section 18847, including the following elements (use as many pages as necessary):

1. Program Description

CPLN has established a website in order to provide convenient access to information for its members, potential members, and the public at large. It contains links to the websites of member libraries.

The CPLN Administrator will work with the Public Relations Committee to develop brochures highlighting Network services. Press releases are also being planned.

2. Service Delivery Standard(s)/Measures

standard: The website will be accessible 90% of the time.

measure: The webmaster will visit the site periodically to ensure that it is accessible. (The website has been accessible virtually 100% of the time)

3. Evaluation

Users of the website can e-mail the webmaster directly to report their comments. The webmaster will keep a record of comments received and the responses to them, as well as the actions taken as a result of the comments.

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In January 2001 regional networks were provided with a list of actions to be taken before a network can expend funds, derived from both the Library of California Act and the California Corporations Code. The two primary actions are recognition of the network by the LoC Board and the incorporation as a non-profit organization.

With these two actions taken, the State of California recognizes networks as legal entities. However, there are other actions that networks must take to have the legal authority to expend funds and to undertake activity on behalf of their members. The following list groups items together in the order in which they might or should be accomplished. The first 23 items were those that were to be addressed prior to the network expending funds.

Please provide the date(s) on which the actions were taken, so that we can add it to your regional documentation.

Legal Requirements for Network Operations

Network Action	Date Completed
1. Approval of the Regional Library Network by LOC Board	8/00
2. File Articles of Incorporation	2/01
3. Obtain federal employer identification number ²⁼	2/01
4. Establish fiscal agent ⁼	12/00
5. Establish fund accounts ⁼	1/01
6. Incorporator admits charter members to membership and establishes the Council	10/00
7. Prepare and post meeting notice and agenda for 1st Council meeting	10/00
8. Incorporator convenes Council	10/00
9. Council elects Council Chair	10/00
10. Council adopts bylaws and directs Secretary to certify bylaws	10/00
11. Council determines authority of the Board of Directors	10/00
12. Council elects members of the Board	10/00
13. Elect Board Chair	10/00
14. Council ratifies selection of agent for service of process, submission of applications for tax-exempt status, selection of fiscal agent and establishment of fund accounts ⁼	10/00
15. Council determines corporation's fiscal year	2/01
16. Council establishes principal place of business (street and mailing address(es))	10/00
17. Council adopts plan of service	10/00

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18. Council adopts budget and approves initial expenditures in accordance with adopted plan of service	10/00
19. Council authorizes Chair to appoint committee on membership	10/00
20. Council selects library user members	10/00
21. Appoint officers	10/00
22. Determine where meeting notices to be posted officially	2/01
23. Authorize payment of incorporation expenses	2/01
24. Submit applications for tax-exempt status to IRS/FTB ²	2/01
25. Receive IRS determination ³	
26. Receive FTB determination ³	8/01
27. Hire staff	3/01
28. Council adopts (or authorizes Board to adopt) conflict of interest code	forthcoming
29. Council/Board establishes subgroups, committees and advisory bodies	10/00 (partial)
30. Council develops schedule of meetings	2/01
31. Board authorizes expenditures in accordance with adopted plan of service	2/01
32. Board prepares and authorizes budget and plan of service for upcoming year to be adopted by the Council at its annual meeting	2/01
33. Authorize filing of Statement By Domestic Nonprofit Corporation with Secretary of State	2/01
34. Authorize filing of Registration/Renewal Fee Report to Attorney General of California ⁵	

² IRS Form SS-4.³ Date of determination letters from IRS/FTB. If exemption applications submitted within 27/15 months, respectively, of incorporation date, exemption will be effective as of incorporation date.⁴ EDD Form DE 1NP Registration Form For Non-Profit Employers.⁵ Form RRF-1 filed annually on or before January 15.⁼ These actions may be taken by the Incorporator before the Council is convened. If any of the actions have not been taken by the

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Incorporator, the Council should adopt resolutions taking these actions.

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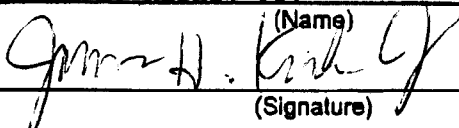
Program Areas	Budgeted	Expenditures				TOTAL EXPENDED
		Personnel	Operations	Materials	Equipment	
ADMINISTRATION	_____	_____	_____	_____	_____	_____
Library of California	139,425	10,137	105,819			115,956
Other**						
Total						
TELECOMMUNICATIONS *	_____	_____	_____	_____	_____	_____
Library of California	2,650		11,533			11,533
Other**						
Total						
REGIONAL DELIVERY	_____	_____	_____	_____	_____	_____
Library of California	13,835		10,352			10,352
Other**						
Total						
TRAINING	_____	_____	_____	_____	_____	_____
Library of California	17,780		13,041			13,041
Other**						
Total						
INFORMATION AND REFERRAL	_____	_____	_____	_____	_____	_____
Library of California	180,310		16,765	192,902		209,667
Other**						
Total						
PUBLIC AWARENESS	_____	_____	_____	_____	_____	_____
Library of California	7,000		451			451
Other**						
Total						
TOTAL FOR ALL PROGRAMS	361,000	10,137	157,961	192,902		361,000

* Includes intraregional communications

** Identify other funding by source

SUBMITTED BY: James H. Kirks, Jr.

Title: Fiscal Agent

(Name)

(Signature)

Telephone: (530) 934-2173

August 1, 2001
 (Date)

E-Mail: jkirks@glenn-co.k12.ca.us